

HouseofScuba.com
RMA Form

To return an item, simply follow the directions below and we'll do the rest!

- At HouseofScuba.com, we are proud to offer one of the most flexible and customer friendly return policies in the industry: a 60/120-day Satisfaction Guarantee on all of our merchandise*.
- If it is within 60 days and the items are in new condition with original packaging, there is a 100% credit or refund on any item*.
- If it is within 60 days and the items are used or not returned with original packaging, it's not a problem, we will email you a gift certificate for 75% that can be used to purchase any product we sell on the HouseofScuba.com website.
- If it is between 60 - 120 days and the items are in new condition, we will email you a gift certificate for 100% that can be used to purchase any product we sell on the HouseofScuba.com website.
- *Books, CD's, DVD's, and Video Tapes may not be returned (due to copyright laws). Sorry.

To return an item, just follow the simple directions below and we'll take care of the rest!

1. A Return Merchandise Authorization number is NOT required.
2. Pack the item(s) securely. All returned products should be in the condition they were received in, as well as in their original manufacturer's packaging.
3. Please include the return form below with a copy of your receipt.
4. Send your package insured. (Please note that shipping charges cannot be refunded)
5. Refunds for any returned Free Shipping items will be deducted by the amount of the free shipping incentive from the original order
6. Complete the RMA form below.
7. Exchanges subject to standard shipping charges

In the event of any questions or problems with your order, or if the product received was defective or damaged, please contact our Customer Service Department within 60 days of receipt. We will make every effort to resolve the problem as quickly as possible. Customer Service can be reached at shop@houseofscuba.com Monday through Friday 9 am - 4 pm Pacific Standard Time.

To help us expedite your return please complete this form and include it in the box with your return.

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Order #: _____

Reason for Return:

- | | | |
|------------------------------------|--|---|
| <input type="checkbox"/> Damaged | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Other (please explain below) |
| <input type="checkbox"/> Defective | <input type="checkbox"/> Incorrect Item(s) Shipped | Used: Yes <input type="checkbox"/> No <input type="checkbox"/> |
| | <input type="checkbox"/> Wrong Size | |

Would you like to: (Please select one)

- | | | |
|-----------------------------------|--|--|
| <input type="checkbox"/> Exchange | <input type="checkbox"/> Return (please select one): | <input type="checkbox"/> Repair (please explain below) |
| | <input type="checkbox"/> Electronic Gift Certificate | |
| | <input type="checkbox"/> Refund | |

Explanation: (required for exchange or repair)

OFFICE USE ONLY									
Postmark Date: _____		Box Opened by: _____			Analysis Date: _____		Resolution Date: _____		
Qty	SKU	Description	Repair	Exchange for SKU	Used Refund	New Refund	Return	Old Refund	

Return your package to:
HouseofScuba.com
Attn: Returns RMA# [insert RMA # here]
5141 Santa Fe St, Suite A
San Diego, CA 92109